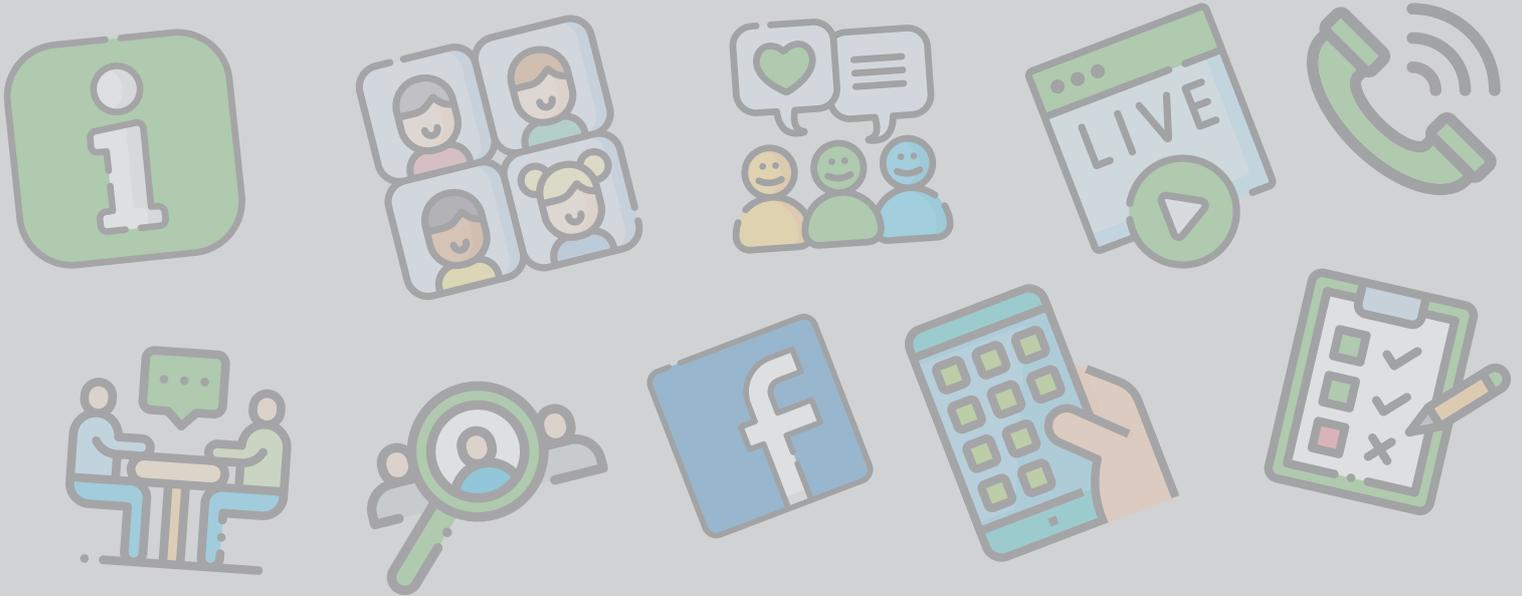


#GetInvolved and have your say



Getting involved with us

We want you to get involved with us, to help make decisions about the services you receive and influence the way we work.

How much you do is up to you. You can stay informed by visiting our website hafod.org.uk, by joining our **Hafod #Connect** Facebook group or get involved through our other opportunities listed below and overleaf.



Topic groups

We run topic-led focus groups to help shape the services you receive. We are trialling a variety of different methods including online options. Our website is kept up to date with our latest projects.



Customer groups

Our Scrutiny Panel are a group of customers who ensure we put our customers at the heart of what we do. Our Service Improvement team is group of customers who help shape our services.



Walk in your community

This is an opportunity to walk with us, and others in your community. We can talk about the services we provide and discuss what matters to you.



Facebook groups

Find out what's going on in our Facebook groups. Just search **'Hafod #Connect'**



Hafod 24/7 app

Your account in the palm of your hand (Housing customers only).

Download the app for free



Mystery shopping

Your opportunity to test our services anonymously from the comfort of your home at a time to suit you.



Facebook Live and polls

Your opportunity to be involved on a range of topics through **#Connect**.



Customer surveys

Tell us what you think. Your opportunity to give us feedback about the services you receive.



Task and finish groups

Where our customers come together to discuss a particular project.

You can get involved with us in a range of different ways to help improve and shape the services you receive.

From the comfort of your own home



Attending virtual meetings



Getting involved can be a great experience. Here's, what #Getinvolved customers, have said:

"Since being involved, my confidence has grown, and I enjoy being with others and helping customers." **Scrutiny panel member**

"I've really enjoyed the training and I'm looking forward to helping improve the services that customers receive." **Service improvement team member**



Training is available to help you get online.

To get involved get in touch with your coach on **0800 024 8968** or **getinvolved@hafod.org.uk**
We look forward to hearing from you